

## Question 1

**Senator Maria Kovacic:** *Thank you. Would you be able to provide on notice for me the time between those two: the date on which you asked and they said no and the date at which you found that information in a submission?*

## Response

On 15 August 2025, the Ombudsman asked the National Disability Insurance Agency (NDIA) to 'provide any data on the percentage of manual payment reviews (MPR) that do not identify any wrongdoing.' On 11 November 2025, the NDIA advised that 'the NDIA does not collect or analyse data specific to this question.' At the time, the NDIA advised that it was 'working towards establishing a standardised measure for exit criteria.' The Ombudsman located information on the rejection rate for MPRs on the 29 April 2026 in the NDIA's public submission to the Joint Standing Committee on the NDIS.

## Question 2

**Mr Henry Pike MP:** *Just going through your submission, you've got a very helpful breakdown of the complaints and the percentages from 2024-25. Is it possible at all to get a few more years as well with the same breakdown? If it's easy, maybe you could do five years just so we can get a sense of the trends and see where those percentages have changed or if they haven't changed at all or even just the numbers.*

## Response

Table One below outlines the leading issues contributing to finalised complaints involving the NDIA in the 5 years from 2021-22 to 2025-26. Figures for 2025-26 are as of 28 April 2026.

- The number of finalised complaints increased approximately 149% from 2022-23 to 2023-24, and continues to remain high in 2025-26. For the past 5 financial years, 'plans' have been the most complained about issue for the NDIA. This is generally related to delays, quantum of funds and management.
- The 'management of service providers' has moved from number 4 in 2021-22 to the second highest complained about issue in 2024-25 and so far in 2025-26.

The issues in the below table relate to the following:

- **Plans:** issues associated with NDIS plans, such as their implementation or amendment.
- **Service delivery:** issues associated with service delivery, including online portals and the NDIA complaints process.

- **Reviews:** issues associated with the NDIA’s internal review process, including the implementation of decisions made by the Administrative Review Tribunal.
- **Management of Service Providers:** issues associated with the NDIA’s interactions with service providers.
- **Assistive Technology:** handling of requests for assistive technology within plans.
- **Access requests:** handling of access requests to become a participant of the Scheme.

Table One

Year	Total complaints received	Total complaints finalised	Most frequent issues
2021-22	853	728	Plans (30%) Service delivery (18%) Reviews (16%) Management of Service Providers (9%) Assistive Technology (8%)
2022-23	626	696	Plans (32%) Service Delivery (15%) Management of Service Providers (14%) Access Request (9%) Reviews (9%)
2023-24	1384	754	Plans (45%) Service Delivery (10%) Reviews (9%) Management of Service Providers (9%) Other (8%)
2024-25	1640	1733	Plans (34%) Service Delivery (13%) Management of Service Providers (13%) Access Request (12%) Reviews (12%)
2025-26	1268	1336	Plans (35%) Management of Service Providers (23%) Service Delivery (11%) Access Request (8%) Other (8%)

Table Two below outlines the leading issues contributing to finalised complaints involving the National Disability Insurance Scheme Quality and Safeguards Commission (the Commission) in the 5 years from 2021-22 to 2025-26. Figures for 2025-26 are as of 28 April 2026.

As of 28 April 2026, the Office has received more complaints concerning the Commission in 2025-26 than in any previous financial year.

Complaints about NDIS Providers and NDIS Provider Incidents are the most complained about issues for each of the last 5 financial years. Examples include allegations of providers not providing quality care for participants (poorly trained staff or being unprepared for providing care), misusing participant funds, charging incorrectly for services, and plan managers not managing plans appropriately.

The issues in the below table relate to the following:

- **Complaints about NDIS Providers/Incidents:** A complaint about an NDIS Service Provider quality/services/standards/incidents
- **NDIS Provider Registration:** About an NDIS provider’s registration (including first registration, subsequent renewal, audit or suitability assessment)
- **Records management:** a complaint relating to records management
- **Provision of guidance/education:** any advice, guidance or education given to providers or participants

Table Two

Year	Total complaints received	Total complaints finalised	Most frequent issues
2021-22	91	81	Complaints about NDIS Providers/Incidents (63%) NDIS Provider Registration (16%) Other (10%) Out of jurisdiction issue (4%) Records management (3%)
2022-23	166	135	Complaints about NDIS Providers/Incidents (45%) Other (24%) NDIS Provider Registration (21%) Out of jurisdiction issue (4%) Provision of guidance/education (2%)
2023-24	202	190	Complaints about NDIS Providers/incidents (46%) Other (32%) NDIS Provider Registration (14%)

OFFICIAL

			Out of jurisdiction issue (6%) Records management (1%)
2024-25	155	139	Complaints about NDIS Providers/Incidents (62%) Other (14%) NDIS Provider Registration (12%) Out of jurisdiction issue (8%) Provision of guidance/education (2%)
2025-26	206	170	Complaints about NDIS Providers/Incidents (65%) Other (13%) NDIS Provider Registration (11%) Out of jurisdiction issue (6%) Records management (4%)